



COXHEALTH

Medicare Advantage
by Cox HealthPlans

COXHEALTH
MEDICARE ADVANTAGE
(HMO)



CoxHealthMedicareAdvantage.com

CoxHealth Medicare Advantage (HMO) 2023 Agent Product Training

- **Cox HealthPlans**
- **Benefits Overview**
- **Enrolling a Member**
- **Agent Contracting Information**

- **Founded in 1995**
- **Wholly owned subsidiary of CoxHealth**
- **Currently insure approximately 41,000 covered lives**
- **Currently employ 80 staff members all in one facility**
- **Community-focused**

- **Dedicated Account Management Team for all products**
- **Serving our community with**
 - **Network Options**
 - **Fully Insured Group and Individual Plans**
 - **Self-Funded Group Plans**
 - **Ancillary and Value-Added Products**
 - **Government Plan Options (Marketplace, Medicare Advantage)**

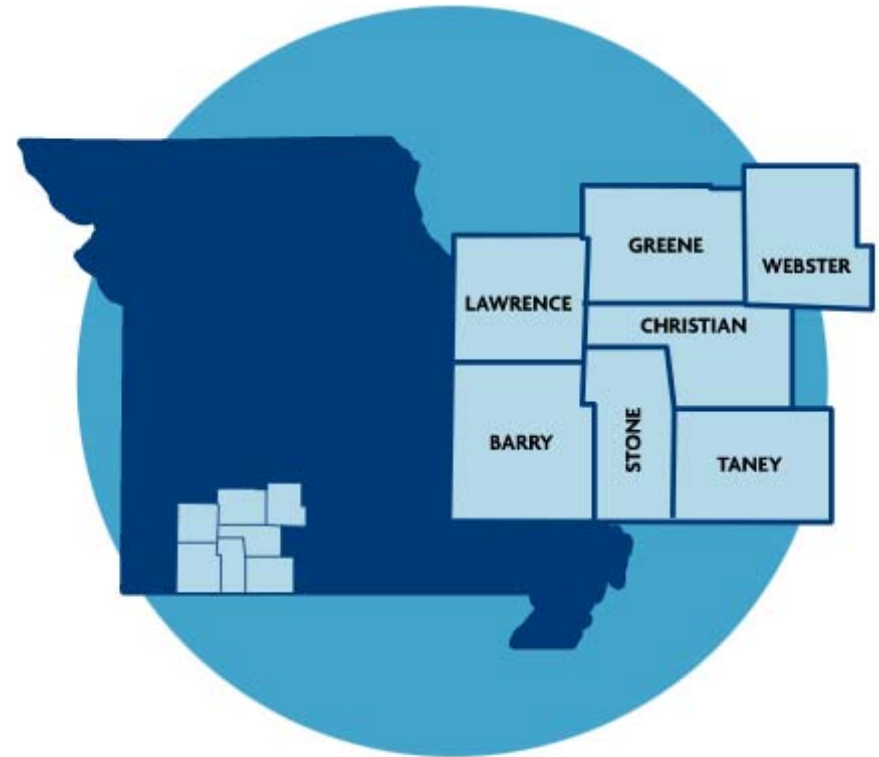


CoxHealth Medicare Advantage (HMO)

BENEFITS OVERVIEW

Beneficiaries must reside in our *7-County Service Area*:

- Barry
- Christian
- Greene
- Lawrence
- Stone
- Taney
- Webster



CoxHealth Network of providers and facilities

- 80+ clinics
- 6 hospitals (including a Level 1 Trauma Center)
- 24/7 Urgent Care
- Super clinics

Barnes Jewish Hospital

Select Washington University providers



HMO PLAN

- Premium \$0
- Deductible \$0
- Out-of-Pocket \$3,650
- In-Network Only
- ER and Urgent Care
- Specialist Referrals



PROVIDER COPAYS

- Primary Care \$0
- Virtual Visit \$0
- Specialist \$35
- Mental Health \$35



OUTPATIENT SERVICES

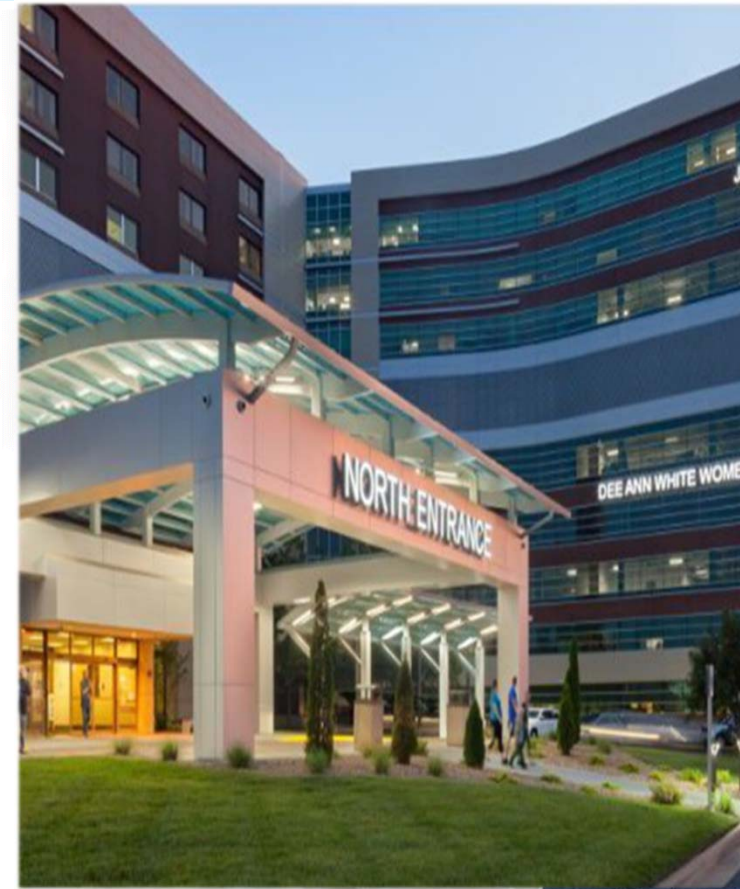
- Lab \$5
- X-Ray \$20
- MRI/PET/CT \$150
- Hospital \$295



INPATIENT SERVICES

- Days 1-6 \$295 copay*
- Day 7-90 \$0 copay*
- Prior authorization is required

**per day, per stay*



EMERGENT COVERAGE

- Emergency Room \$125
- Ambulance (*one way*) \$250
- Urgent Care \$50
- Worldwide coverage \$125



DRUG COVERAGE

- **Preferred Pharmacies** (*lowest copays*)
 - CoxHealth Pharmacies
 - CVS
 - Walmart
- **Prescription Deductible** **\$0**
- **2023 Initial Coverage Limit** **\$4,660**
- **2023 Catastrophic Coverage** **\$7,400**



DRUG COPAYS

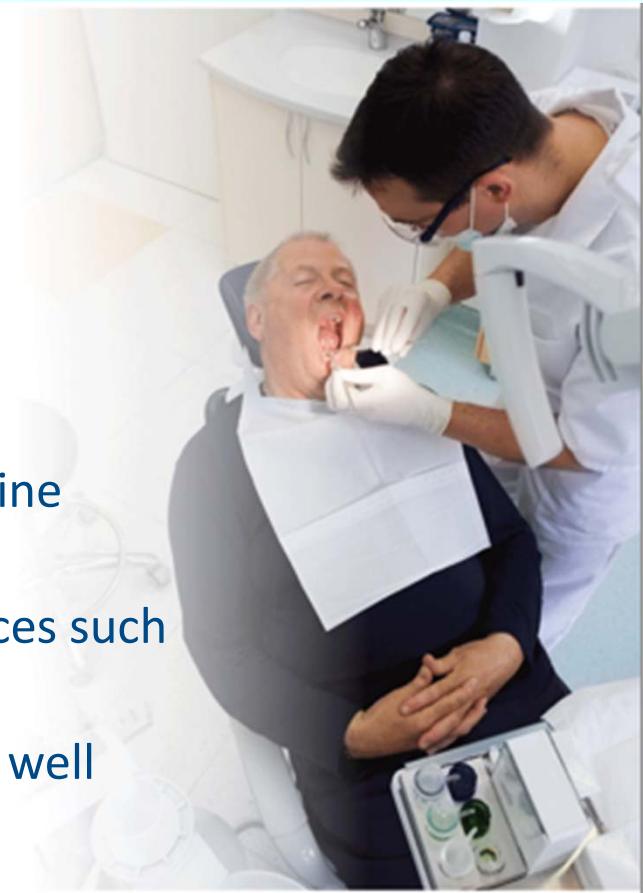
- Preferred Generic \$0
- Generic \$5
- Preferred Brand \$42
- Non-Preferred \$95
- Specialty 33%
- Diabetic \$0
- Tier 6 Insulin*
- \$0



**Includes several insulins; not all dosage/delivery types included; verify coverage/copay on formulary*

DENTAL BENEFITS

- Premium \$0
- Coinsurance 0%
- Copay \$0
- Combined Limit \$2,000
- **Preventive coverage** includes annual routine exam, 2 cleanings a year, and more
- **Comprehensive dental coverage** for services such as fillings, extractions, and crowns
- Several in-network **dentists** in this area as well as tele-dentistry options



HEARING BENEFITS

- Premium \$0
- Routine Exam \$0
- Fitting* \$0
- Hearing Aids* \$1,000/Ear

**Every 2 Calendar Years*



VISION BENEFITS

- Premium \$0
- Annual allowance* \$150
- Preventive eye exam \$0

**For lenses, lens coatings, glasses frames or contacts*



OVER-THE- COUNTER (OTC)

- **\$90/Qtr for Health and Wellness products**
- **Ordering is EASY!**
 - Online
 - Phone
 - Mail
 - In Store (select retail locations)
- **Unspent \$ does not roll to next quarter**



FITNESS BENEFIT

\$20 a month towards:

- **Gym Membership**
- **Qualified Fitness Activity**
- **Fitness Kits**



REWARDS & INCENTIVES

- Annual Wellness Visit \$25
- Flu Vaccine \$10
- Breast Cancer Screening \$20
- Colorectal Screening \$20
- Diabetic Eye Exam \$10
- Diabetic Kidney Function \$10
- Diabetic HbA1c \$10

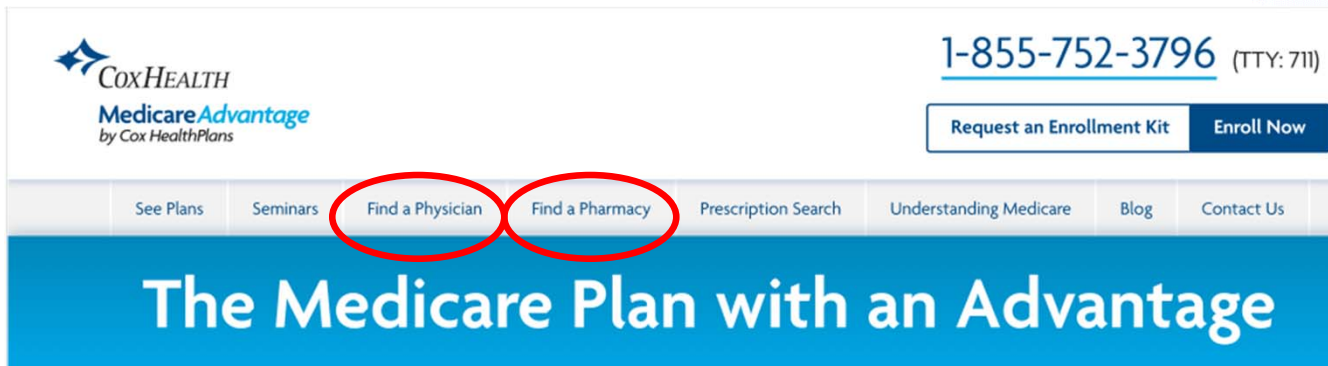





CoxHealth Medicare Advantage (HMO) ENROLLING BENEFICIARIES

Provider and Pharmacy Directories

- Visit coxhealthmedicareadvantage.com
- Click *Find a Physician* or *Find a Pharmacy*
- Use the search function or download the PDF



 **COXHEALTH**
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1-855-752-3796 (TTY: 711)

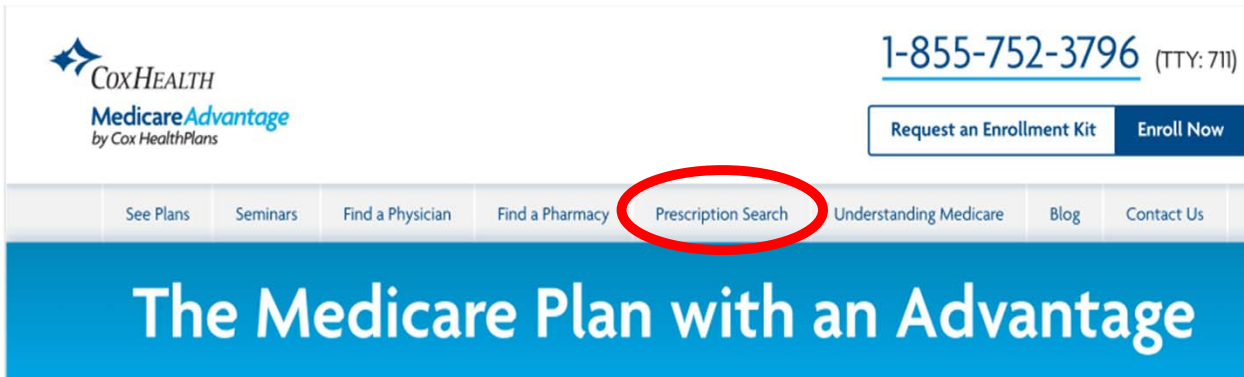
Request an Enrollment Kit Enroll Now


See Plans Seminars **Find a Physician** **Find a Pharmacy** Prescription Search Understanding Medicare Blog Contact Us

The Medicare Plan with an Advantage



- Visit coxhealthmedicareadvantage.com
- Click *Prescription Search*
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The Medicare Plan with an Advantage



- Visit coxhealthmedicareadvantage.com
- Click *For Producers*
- Login to your Broker Portal



Sign In

Username / Email

Password

Remember me [Forgot your password?](#)

SIGN IN

New to Cox Health? [Create an account.](#)



Search for your providers

Enter provider name

Search for your prescriptions

You'll need your prescription name and a picture of the prescription

Zip Code

County

Enter prescription name

Coverage Starting

SEARCH


Let's verify your eligibility

Were you issued a Medicare Advantage insurance card? We'll use this to verify your eligibility for the plan you selected.

- ✓ **Start an Enrollment Form**
- ✓ **Walk through the steps**
- ✓ **Get plan information**
- ✓ **Verify eligibility**



- ✓ ID Cards
- ✓ Welcome Packets

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CoxHealth Medicare Advantage (HMO)

Member Name: <Cardholder Name>
Member ID: <Cardholder ID#>
Pharmacy ID: <Cardholder Pharm ID#>
Health Plan (80840): <Card issuer Identifier>
Plan # 000000-MO0000001

MedicareRx
Prescription Drug Coverage

RxBIN: 012312
RxPCN: PARTD
RxGRP: H2942001

PCP Name: <PCP Name> **Payer ID#** 00000
PCP Phone: <PCP Phone>

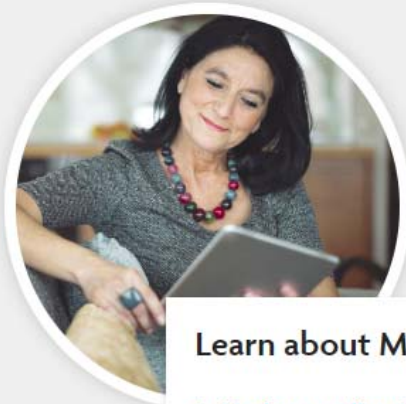
Copays: PCP \$0 **Specialist** \$35 **UC** \$50 **ER** \$125
H2942_MKID2023_C

Welcome Packet Contents

- Locating providers, pharmacies, and drugs
- Creating a Member Portal
- Drug coverage information
- Explanation of Coverage (EOC)
- And more!



✓ Available **January 1, 2023**



Learn about Medicare

- > [Understanding Medicare](#)
- > [New to Medicare](#)
- > [Medicare covers](#)



Search for Physicians and Prescriptions

- > [Find a physician](#)
- > [Find a pharmacy](#)
- > [Prescription search](#)



Member Resources

- > [Member login](#)
- > [Member forms](#)
- > [Member resources](#)



- ✓ **Welcome Call**
- ✓ **Customer Service Options**

Phone: 1-855- 752-3796 (TTY 711)

Hours of Availability: October 1 to March 31, 7 days a week, 8 a.m. to 8 p.m.
April 1 to September 30, Monday thru Friday, 8 a.m. to 8 p.m.

Service Options: Chat feature
Secure email through Member Portal



**CoxHealth Medicare Advantage (HMO)
AGENT CONTRACTING**



Contracting Paperwork



Completed AHIP



CoxHealth Medicare Advantage Training



New CMS Regulations



Audits



Marketing Materials



Complaints from Members

ENROLLMENT TYPE	COMMISSION PAID
Initial Commission	\$601 per member
Renewal Commission	\$301 per member

Submit enrollment forms through your Broker Portal!



- **DO NOT share with any member of the public before 10/1/2022:**
 - Plan information
 - Information in this presentation
- **DO NOT complete before 10/15/2022:**
 - Enrollment forms
 - Online enrollments
- **10/15/2022:** Online enrollment will be live through your Broker Portal
- **After 11:59 pm on 12/7/2022:** Enrollment forms or online enrollment will not be accepted without a valid SEP.



General Questions:

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Contracting:

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Q & A